CA - PMM

Project Name: Database Consolidation

OCIO Project #:
Department: California Department of Social Services
Revision Date:

Concept Statement

Description

Brief description of the proposed project:

SHD currently uses 9 separate databases (in addition to the Legacy System) to track all phases of the State Hearing Process. SHD will replace the current multiple access databases to a single SQL-based system.

Need Statement

High Level Functional Requirements:

The new database will give statewide access to State Hearings records in one integrated program. This database must manage individual cases; conduct critical intake, then manage, monitor and report on case status; generate correspondence and coversheets; link with e-file web folders; track all aspects of hearing and rehearing requests; track billing of interpreters; upload/ download decisions and documents, and make it possible to automate a Decision Digest which is accessible to the public.

What is Driving This Need?

SHD provides state hearings for recipients of California public assistance programs. In FY 2007-08, SHD received approximately 83,000 filed requests, of which 14,240 resulted in a hearing. Currently, mulitple databases require duplicate data entry which consumes staff resources and increases data input error. In FY 2007/2008, this inefficiency contributed to untimely decisions for which SHD paid $328,033 (State General Fund) in King and Ball penalty fees. SHD requires accurate and timely performance measures to ensure management can adjust resources quickly to caseload fluctuations.

Risk to the Organization if This Work is Not Done:

The multiple home grown databases, created to monitor the various components associated with state hearings' processes, were developed by SHD employees who have retired from state service. ISD is not able to provide the support necessary to maintain these databases and SHD does not have the in-house programming expertise to ensure that these databases are properly maintained. The incompatibility issues between these multiple databases and current information technology software systems result in SHD's inability to provide the oversight necessary to ensure court mandated timely adjudication.

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Benefit Statement

Intangible Benefits

Process Improvements (describe the nature of the process improvement):

A central, integrated database system will increase the accuracy of providing up-to-date information to SHD management in order to monitor caseload statistics and assess performance measures imperative to ensuring cost effective and efficient hearing processes. It will eliminate triplicate data entry often required from clerical staff, reducing input errors and increasing efficiency. It will improve SHD's ability to effectively communicate case information with counties and legal aid agencies so that cases are scheduled correctly, reducing the number of unnecessary postponements and untimely cases.

Other Intangible Benefits:

SHD currently does not comply with Welfare and Institutions Code 10964 which states that SHD "shall compile and distribute a current digest of decisions that shall be open to public inspection ..." but could quickly comply with the mandate if all casefiles in their entirety were on one database, by making the decisions accessible to the public.

Tangible Benefits

Revenue Generation (describe how revenue will be generated):

N/A

Cost Savings (describe how cost will be reduced):

As State Hearing requests increase over the coming years the streamline process will use staff time more efficently; less time will go into duplication of input.

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Cost Avoidance (describe the cost and how avoided):

The 8 "home grown" databases were created by SHD employees who have since retired from state service. SHD estimates that it would need to divert 0.5 Administrative Law Judge (ALJ) positions from hearings to support these databases. This diversion puts the Department at greater risk of paying penalties from the State General Fund for untimely cases.

Risk Avoidance (describe the risk and how avoided):

As the database programmers no longer work for SHD, the Division has no reliable way to address significant crashes or failures and could potentially lose vital case status, scheduling, and resolution information with no timely recourse for repair. The current fractured structure of the multiple databases prevents the reliable and timely gathering of Division statistics, thereby preventing accurate Peformance Measures reporting as required by the Department. This project would be supported by ISD for timely maintenance and could produce accurate Division-wide reports.

Improved Services:

All information will be available in one database, enabling customer service a broad view to answer questions regarding the status of a case pre/ post hearing, county/ state employee narrative regarding actions taken, or the ALJ's decision.

Consistency

"No" Responses		Rationale	Action Required
Enterprise Architecture			
Business Plan	Yes		
Strategic Plan	Yes		

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Nature of Impact to Other Agencies

Agency:
Describe the nature of the impact:

Agency:
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Agency:
Describe the nature of the impact:

Agency:
Describe the nature of the impact:

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Concept Statement

Impact to Other Programs

Nature of Impact to Other Programs

Program:	Department of Health Care Services (DHCS)
Describe the nature of the impact:	
SHD is contracted by the DHCS to conduct their fair hearings and will process those cases through this database. DHCS will be trained on the use of this database for case tracking purposes at the end of the project (beginning of implementation).	

Program:	County Welfare Appeals Units
Describe the nature of the impact:	
County Welfare Appeals personnel access the SHD database for case input and tracking purposes. Each of the 58 counties will be trained on the use of this database at the end of the project (beginning of implementation).	

Program:	
Describe the nature of the impact:	

Program:	
Describe the nature of the impact:	

Solution Alternatives

Alternative 1:

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Technical Considerations for Alternative 1:
ROM Cost: to   **Note: high end of range must not exceed 200% of low end of range**

Alternative 2:

Technical Considerations for Alternative 2:
ROM Cost: to   **Note: high end of range must not exceed 200% of low end of range**

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Alternative 3:

Technical Considerations for Alternative 3:
ROM Cost: to   **Note: high end of range must not exceed 200% of low end of range**

Recommendation

Comparison:

Alternative 1	ROM Cost	Risk
	$0 - $0	
Alternative 2	**ROM Cost**	**Risk**
	$0 - $0	
Alternative 3	**ROM Cost**	**Risk**
	$0 - $0	

Conclusions:

1	
2	
3	
4	

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Recommendation:

Project Approach *(if known)*

System Complexity:		System Business Hours: *(e.g., 24x7, 9am-5pm)* :	
Architecture	☐ Mainframe ☐ Client Server ☐ Web Based	Num. of New Databases:	
Technology	☐ New ☐ New to Staff ☐ In-House Experience	Interfaces:	
Implementation	☐ Central Site ☐ Phased Roll-out	Num. of Sites:	
M & O Support	☐ Contractor ☐ Data Center ☐ Project ☐ Returned to Sponsor		

Procurement Approach: *(consult with OSI Procurement Center)*	Number of Procurements:

Open Procurement? ☐ Yes ☐ No	Delegated Procurement? ☐ Yes ☐ No

Scope of Contract	☐ Development ☐ Implementation ☐ M & O ☐ Other:

Anticipated Length of Contract: _____ Years / _____ extensions for _____ years